

## 2008 Private Passenger Auto Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
COUNTRY PREFERRED INSURANCE COMPANY	2	0.00010	0.20944	0.52%	\$19,116,738
ENCOMPASS INDEMNITY COMPANY	1	0.00016	0.32786	0.16%	\$6,105,998
UNIGARD INSURANCE COMPANY	4	0.00016	0.32846	0.67%	\$24,379,806
VIGILANT INSURANCE COMPANY	1	0.00017	0.34435	0.15%	\$5,813,733
UNITRIN AUTO AND HOME INSURANCE COMPANY	5	0.00020	0.40963	0.67%	\$24,436,026
NATIONAL GENERAL INSURANCE COMPANY	4	0.00023	0.46168	0.47%	\$17,344,806
PROGRESSIVE DIRECT INSURANCE COMPANY	10	0.00024	0.48651	1.13%	\$41,148,942
AMCO INSURANCE COMPANY	1	0.00025	0.50788	0.10%	\$3,941,731
NEW HAMPSHIRE INDEMNITY COMPANY INC	2	0.00026	0.51506	0.21%	\$7,773,627
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	132	0.00026	0.52310	13.88%	\$505,177,680
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00027	0.53212	0.41%	\$15,048,896
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	3	0.00027	0.54058	0.30%	\$11,110,001
USAA GENERAL INDEMNITY COMPANY	5	0.00028	0.56557	0.48%	\$17,698,349
MUTUAL OF ENUMCLAW INSURANCE COMPANY	25	0.00031	0.61753	2.22%	\$81,046,781
COUNTRY MUTUAL INSURANCE COMPANY	8	0.00032	0.63730	0.69%	\$25,130,113
PROGRESSIVE CLASSIC INSURANCE COMPANY	10	0.00033	0.65565	0.83%	\$30,533,627
PEMCO MUTUAL INSURANCE COMPANY	49	0.00033	0.66816	4.03%	\$146,812,853
OREGON MUTUAL INSURANCE COMPANY	2	0.00034	0.68712	0.16%	\$5,827,054
SAFECO INSURANCE COMPANY OF ILLINOIS	89	0.00036	0.71130	6.88%	\$250,489,106
GOVERNMENT EMPLOYEES INSURANCE COMPANY	19	0.00036	0.71908	1.45%	\$52,896,382
INTEGON PREFERRED INSURANCE COMPANY	5	0.00036	0.71996	0.38%	\$13,903,191
ALLSTATE FIRE & CASUALTY INSURANCE COMPANY	15	0.00036	0.72394	1.14%	\$41,479,883
TEACHERS INSURANCE COMPANY	1	0.00036	0.72415	0.07%	\$2,764,525
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	8	0.00036	0.72615	0.60%	\$22,055,324
UNITED SERVICES AUTOMOBILE ASSOCIATION	42	0.00037	0.73778	3.13%	\$113,965,113
ASSOCIATED INDEMNITY CORPORATION	1	0.00037	0.74118	0.07%	\$2,701,013

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ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	48	0.00039	0.77409	3.41%	\$124,136,585
PEMCO INSURANCE COMPANY	29	0.00041	0.82179	1.94%	\$70,646,263
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2	0.00041	0.82615	0.13%	\$4,846,415
GEICO GENERAL INSURANCE COMPANY	52	0.00041	0.82698	3.46%	\$125,880,089
AIG PREMIER INSURANCE COMPANY	1	0.00042	0.84341	0.06%	\$2,373,630
NEW SOUTH INSURANCE COMPANY	3	0.00044	0.87456	0.18%	\$6,867,273
AMICA MUTUAL INSURANCE COMPANY	10	0.00045	0.89362	0.61%	\$22,402,509
LIBERTY NORTHWEST INSURANCE CORPORATION	11	0.00045	0.90914	0.66%	\$24,222,224
USAA CASUALTY INSURANCE COMPANY	40	0.00046	0.91726	2.40%	\$87,300,896
STATE FARM FIRE & CASUALTY COMPANY	24	0.00046	0.91889	1.43%	\$52,287,660
ALLSTATE INSURANCE COMPANY	79	0.00047	0.93884	4.63%	\$168,456,755
AUSTIN MUTUAL INSURANCE COMPANY	3	0.00048	0.95682	0.17%	\$6,276,889
ALLSTATE INDEMNITY COMPANY	20	0.00048	0.96298	1.14%	\$41,578,020
SENTINEL INSURANCE COMPANY LTD	7	0.00048	0.96729	0.39%	\$14,487,530
FARMERS INSURANCE COMPANY OF WASHINGTON	185	0.00049	0.97992	10.39%	\$377,947,567
TRAVELERS HOME AND MARINE INSURANCE COMPANY THE	8	0.00049	0.98280	0.44%	\$16,295,753
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	20	0.00049	0.98458	1.11%	\$40,665,895
PROGRESSIVE MAX INSURANCE COMPANY	33	0.00049	0.98478	1.84%	\$67,085,425
ENCOMPASS INSURANCE COMPANY OF AMERICA	12	0.00051	1.01719	0.64%	\$23,617,232
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	4	0.00051	1.02274	0.21%	\$7,829,741
WESTERN NATIONAL ASSURANCE COMPANY	1	0.00051	1.02862	0.05%	\$1,946,248
GEICO INDEMNITY COMPANY	33	0.00053	1.05175	1.72%	\$62,813,186
ALPHA PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00053	1.05756	0.15%	\$5,678,949
DAIRYLAND INSURANCE COMPANY	15	0.00053	1.06086	0.77%	\$28,306,494
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	4	0.00053	1.06651	0.20%	\$7,508,405
LIBERTY MUTUAL FIRE INSURANCE COMPANY	30	0.00054	1.08311	1.52%	\$55,449,928
IDS PROPERTY CASUALTY INSURANCE COMPANY	24	0.00057	1.13154	1.16%	\$42,461,059

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METROPOLITAN GROUP PROPERTY AND CASUALTY INSURANCE COMPANY	7	0.00060	1.19967	0.32%	\$11,681,186
FIDELITY NATIONAL INSURANCE COMPANY	2	0.00062	1.24276	0.08%	\$3,221,778
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	60	0.00064	1.27683	2.58%	\$94,073,696
NATIONAL GENERAL ASSURANCE COMPANY	1	0.00064	1.28848	0.04%	\$1,553,728
METROPOLITAN CASUALTY INSURANCE COMPANY	28	0.00065	1.30188	1.18%	\$43,056,587
MID-CENTURY INSURANCE COMPANY	60	0.00066	1.31253	2.51%	\$91,515,496
AMERICAN COMMERCE INSURANCE COMPANY	24	0.00069	1.38980	0.95%	\$34,570,900
NATIONWIDE INSURANCE COMPANY OF AMERICA	25	0.00070	1.39379	0.98%	\$35,908,206
HARTFORD UNDERWRITERS INSURANCE COMPANY	30	0.00070	1.40715	1.17%	\$42,680,706
UNIVERSAL CASUALTY COMPANY	3	0.00075	1.50349	0.10%	\$3,994,587
LIBERTY INSURANCE CORPORATION	3	0.00080	1.60139	0.10%	\$3,750,378
TRAVELERS COMMERCIAL INSURANCE COMPANY	1	0.00080	1.61131	0.03%	\$1,242,432
NATIONWIDE MUTUAL INSURANCE COMPANY	12	0.00084	1.67296	0.39%	\$14,359,788
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	28	0.00089	1.78907	0.86%	\$31,331,568
COUNTRY CASUALTY INSURANCE COMPANY	2	0.00093	1.85682	0.05%	\$2,156,311
SAFECO INSURANCE COMPANY OF AMERICA	21	0.00093	1.86432	0.61%	\$22,550,179
AIG CENTENNIAL INSURANCE COMPANY	1	0.00094	1.89065	0.02%	\$1,058,862
GEICO CASUALTY COMPANY	7	0.00094	1.89180	0.20%	\$7,407,559
HORACE MANN INSURANCE COMPANY	2	0.00095	1.90079	0.05%	\$2,106,432
COAST NATIONAL INSURANCE COMPANY	2	0.00097	1.93541	0.05%	\$2,068,754
AIU INSURANCE COMPANY	8	0.00098	1.95687	0.22%	\$8,184,274
NATIONAL MERIT INSURANCE COMPANY	10	0.00098	1.96471	0.28%	\$10,189,497
AMERICAN MODERN HOME INSURANCE COMPANY	1	0.00100	2.01054	0.02%	\$995,721
INTEGON INDEMNITY CORPORATION	3	0.00101	2.01712	0.08%	\$2,977,428
VIKING INSURANCE COMPANY OF WISCONSIN	8	0.00101	2.01762	0.21%	\$7,937,849
HARTFORD ACCIDENT & INDEMNITY COMPANY	1	0.00101	2.02938	0.02%	\$986,478

Sorted by  
Complaint Index

## 2008 Private Passenger Auto Insurance Company Complaints

Posted: 5/4/2009

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	24	0.00102	2.04723	0.64%	\$23,469,076
TWIN CITY FIRE INSURANCE COMPANY	31	0.00107	2.13904	0.79%	\$29,013,101
HARTFORD CASUALTY INSURANCE COMPANY	7	0.00108	2.15803	0.17%	\$6,493,701
AMERICAN INTERNATIONAL INSURANCE COMPANY	6	0.00118	2.36277	0.13%	\$5,083,722
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	2	0.00118	2.36501	0.04%	\$1,692,965
AIG NATIONAL INSURANCE COMPANY INC	7	0.00121	2.42640	0.15%	\$5,775,472
ILLINOIS NATIONAL INSURANCE COMPANY	2	0.00124	2.49124	0.04%	\$1,607,183
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	18	0.00128	2.56735	0.38%	\$14,035,827
FINANCIAL INDEMNITY COMPANY	24	0.00131	2.61258	0.50%	\$18,390,472
GENERAL INSURANCE COMPANY OF AMERICA	6	0.00131	2.62412	0.12%	\$4,577,394
AMERICAN HOME ASSURANCE COMPANY	6	0.00131	2.62897	0.12%	\$4,568,957
DEERBROOK INSURANCE COMPANY	2	0.00145	2.90299	0.03%	\$1,379,228
INFINITY INSURANCE COMPANY	1	0.00159	3.18033	0.01%	\$629,475
PHILADELPHIA INDEMNITY INSURANCE COMPANY	2	0.00160	3.20128	0.03%	\$1,250,711
TRAVELERS INDEMNITY COMPANY OF AMERICA THE	3	0.00167	3.33744	0.04%	\$1,799,529
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	9	0.00167	3.34776	0.14%	\$5,381,942
21ST CENTURY INSURANCE COMPANY	3	0.00175	3.50737	0.04%	\$1,712,343
VICTORIA FIRE & CASUALTY COMPANY	26	0.00191	3.81415	0.37%	\$13,646,658
WARNER INSURANCE COMPANY	2	0.00192	3.85272	0.02%	\$1,039,234
WORKMEN'S AUTO INSURANCE COMPANY	14	0.00223	4.46022	0.17%	\$6,283,811
CHARTER OAK FIRE INSURANCE COMPANY THE	1	0.00227	4.53981	0.01%	\$440,975
MERITPLAN INSURANCE COMPANY	11	0.00242	4.83833	0.12%	\$4,551,433
AIG PREFERRED INSURANCE COMPANY	7	0.00249	4.98509	0.07%	\$2,811,100
RESPONSE WORLDWIDE INSURANCE COMPANY	4	0.00256	5.13157	0.04%	\$1,560,489
TRAVCO INSURANCE COMPANY	1	0.00261	5.21919	0.01%	\$383,573
Hallmark Insurance Company	10	0.00276	5.52367	0.09%	\$3,624,297
OMNI INSURANCE COMPANY	19	0.00281	5.62298	0.18%	\$6,764,542

Sorted by  
Complaint Index

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Posted: 5/4/2009

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	13	0.00296	5.92054	0.12%	\$4,395,751
RESPONSE INSURANCE COMPANY	2	0.00338	6.77276	0.01%	\$591,174
QBE INSURANCE CORPORATION	5	0.00339	6.79527	0.04%	\$1,473,039
MERASTAR INSURANCE COMPANY	1	0.00413	8.27631	0.00%	\$241,888
SAGAMORE INSURANCE COMPANY	1	0.00830	16.61817	0.00%	\$120,467
ESURANCE INSURANCE COMPANY	44	0.01474	29.51851	0.08%	\$2,984,074
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.01904	38.11479	0.00%	\$52,524
HARTFORD FIRE INSURANCE COMPANY	1	0.02066	41.35985	0.00%	\$48,403
FIREMAN'S FUND INSURANCE COMPANY	1	0.04893	97.96149	0.00%	\$20,436
GREAT AMERICAN INSURANCE COMPANY OF NEW YORK	1	0.64309	1287.42187	0.00%	\$1,555